

## Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application.

### Listing of Claims:

1. (Currently Amended) A method for guiding a user through dispute resolution using a dispute management application comprising:

receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user;

determining a ~~mechanism~~ dispute resolution path for resolving a dispute based at least in part on the profile in response to the indication at a second computer, wherein the dispute resolution path comprises steps for implementing a dispute resolution mechanism; and

~~providing the user~~ displaying at the first computer ~~with the mechanism~~ the steps of the determined dispute resolution path for resolving the dispute; and

prompting the user at the first computer to select the determined dispute resolution path.

2. (Original) The method defined in claim 1 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

3. (Original) The method defined in claim 1 further comprising:

determining whether the user has met a predetermined standard for conducting business; and

providing the user with a certification in response to meeting the predetermined standard.

4. (Currently Amended) The method defined in claim 1 further comprising:

calculating a cost for resolving the dispute based on the determined dispute resolution path; and  
providing the user with the cost.

5. (Currently Amended) The method defined in claim 1 further comprising:

determining an estimated time for resolving the dispute based on the determined dispute resolution path; and  
providing the user with the estimate time.

6. (Original) The method defined in claim 5 wherein determining the estimate time comprises comparing the dispute to a plurality of past disputes.

7-50. (Cancelled)

51. (Currently Amended) A system for guiding a user through dispute resolution using a dispute management application comprising:

means for receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user;

means for determining a ~~mechanism~~ dispute resolution path for resolving a dispute based at least in part on the profile in response to the indication at a

second computer, wherein the dispute resolution path comprises steps for implementing a dispute resolution mechanism; and

means for ~~providing the user~~ displaying at the first computer ~~with the mechanism~~ the steps of the determined dispute resolution path for resolving the dispute; and

means for prompting the user at the first computer to select the determined dispute resolution path.

52. (Original) The system defined in claim 51 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

53. (Original) The system defined in claim 51 further comprising:

means for determining whether the user has met a predetermined standard for conducting business; and

means for providing the user with a certification in response to meeting the predetermined standard.

54. (Currently Amended) The system defined in claim 51 further comprising:

means for calculating a cost for resolving the dispute based on the determined dispute resolution path; and

means for providing the user with the cost.

55. (Currently Amended) The system defined in claim 51 further comprising:

means for determining an estimated time for resolving the dispute based on the determined dispute resolution path; and

means for providing the user with the estimate time.

56. (Original) The system defined in claim 55 wherein the means for determining the estimate time comprises means for comparing the dispute to a plurality of past disputes.

57-100. (Cancelled)

101. (Currently Amended) A system for guiding a user through dispute resolution using a dispute management application comprising:

a user input device;

a display device; and

a dispute management application implemented at least partially on control circuitry and programmed to:

receive an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user;

determine a ~~mechanism~~ dispute resolution path for resolving a dispute based at least in part on the profile in response to the indication at a second computer, wherein the dispute resolution path comprises steps for implementing a dispute resolution mechanism; and

~~provide the user display~~ at the first computer ~~with the mechanism~~ the steps of the determined dispute resolution path for resolving the dispute; and  
prompt the user at the first computer to select the determined dispute resolution path.

102. (Original) The system defined in claim 101 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

103. (Original) The system defined in claim 101 wherein the dispute management application is further programmed to:

determine whether the user has met a predetermined standard for conducting business ; and  
provide the user with a certification in response to meeting the predetermined standard.

104. (Currently Amended) The system defined in claim 101 wherein the dispute management application is further programmed to:

calculate a cost for resolving the dispute based on the determined dispute resolution path; and  
provide the user with the cost.

105. (Currently Amended) The system defined in claim 101 wherein the dispute management application is further programmed to:

determine an estimated time for resolving the dispute based on the determined dispute resolution path; and  
provide the user with the estimate time.

106. (Original) The system defined in claim 101 wherein the dispute management application is further programmed to compare the dispute to a plurality of past disputes.

107-150. (Cancelled)